



# Problem Resolution Report

CoSD Contract No. 554833  
MyRequest Replacement Fee Change  
ES/CoSD 032



**Date:** March 27, 2018

## **Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego ("County") and Enterprise Services LLC, a DXC Technology Company ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties") with Effective Date November 15, 2016 ("the Agreement"), agreement is reached on the Effective Date shown below.

## **Issue or Problem:**

1. Section 8.3.1. of Schedule 4.3-1 of the Agreement provides as follows:

### **"Special Cross Functional Projects – Replacement of myRequests**

During the Cross Functional Transition, Contractor shall replace the myRequests Service Request system with the Service Catalog and Request Manager that comes pre-integrated with HPE Service Manager. Because this migration takes longer than the Service Portal implementation, during the initial deployment of the Service Portal, the Service Portal shall be linked (using a front page tile or from the "Links" tile, at the County's discretion) to the myRequests system, and Contractor shall maintain myRequests following Contractor's processes, while the new request manager/service catalog functionality is being configured. Once the new Request Manager system is ready, and End-User training has taken place, Contractor shall disengage the link to myRequests and bring Request Manager online."

2. The Parties agree that the replacement of myRequest will not be completed within the Cross Functional Transition.

## **Resolution:**

1. The parties agree that the Replacement of myRequest, as described in Section 8.3. of Schedule 4.3-1 of the Agreement, is removed from the scope of the Transition Special Cross Functional Projects.
2. The parties agree that the one-time cost for the "EUA/Propel/HPSM Catalog Replacement" in the amount of \$348,836, as set forth in Exhibit 16.1-2 Resource Unit Price Decomposition, is reduced to \$198,761 to be paid at the completion of Cross Functional Transition.
3. The Parties agree that the difference between the original one-time cost (\$348,836) and adjusted one-time cost (\$198,761) in the amount of \$150,075 is the firm fixed price for the replacement of myRequest and will be paid when Contractor completes the replacement of myRequests.



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4. The parties agree that the total fee associated with Transition Services - Cross Functional Service Framework is reduced from \$5,725,497.51 to \$5,575,422.51, to reflect the reduction of "EUA/Propel/HPSM Catalog Replacement" one-time cost.
5. Schedule 16.1, Exhibit 16.1-1, and Exhibit 16.1-2 are amended to reflect the fee reduction as per Attachment 1 and 2 and 3 to this PRR.

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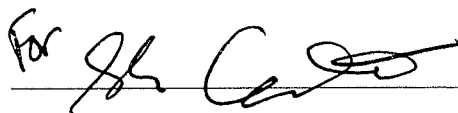
The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.


All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

**IN WITNESS WHEREOF**, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

**COUNTY OF SAN DIEGO**

**ENTERPRISE SERVICES, LLC**

By: 

By: 

Name: John M. Pellegrino

Name: Cathy Varner

Title: Director, Department of Purchasing and Contracting

Title: Director, USPS - Civil State and Local

Date: 4/4/18

Date: March 27, 2018

PRR 032 - MyRequest Replacement Fee Change - Attachment 1

Exhibit 16.1-1 - Resource Unit Price Summary

Resource Unit (RU)	Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volume (per Contract Year)	RU Fee (90-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (90% to 110% band)	RU Fee (120% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% band)	Depreciation Period (in Years)
Transition Services - Cross Functional Services Framework	Schedule 2.1	Milestone	Fixed Fee Per Unit		Specific	1	\$ 5,575,422.51	\$ 5,575,422.51	n/a	n/a	n/a	n/a	n/a	n/a	n/a



PRR 032 -MyRequest Replacement Fee Change - Attachment 2

Exhibit 16.1-2 - Resource Unit Price Decomposition

Transition Services - Cross Functional Services Framework	Schedule 2.1	Milestone	Fixed Fee Per Unit		\$ 5,575,422.51	
				Hardware		22,010.50
				Software		13,605.30
				Labor		5,539,806.70